



COUNTY OF LOS ANGELES  
Internal Services Department  
1100 North Eastern Avenue  
Los Angeles, California 90063



United We Stand

DAVE LAMBERTSON  
Interim Director

TO ENRICH LIVES THROUGH EFFECTIVE AND CARING SERVICE

TELEPHONE: (323) 267-2103  
FACSIMILE: (323) 264-7135

April 24, 2003

To: Each Supervisor

From: Dave Lambertson  
Interim Director

Subject: **PARKING COMPANY OF AMERICA APRIL 16, 2003 PROTEST LETTER**

This memo is in response to the Parking Company of America (PCA) April 16, 2003 letter of protest addressed to the Executive Officer, Board of Supervisors (Attachment 1).

For the purposes of background, PCA was notified on April 8, 2003, of the results of the fleet services solicitation. In addition, on April 14, 2003, my staff held a vendor debriefing with PCA to explain how their solicitation compared to the Request for Proposal (RFP) requirements and the basis for our evaluation.

On April 16, 2003, PCA contacted ISD to request direction on how to protest the evaluation and selection process for the vehicle fleet maintenance and repair services contract. PCA was informed that although the County does not have an established protest process, they could write a letter to my attention, clearly outlining the issues they were protesting. PCA was asked to attach all related supporting documentation so that we could investigate any allegations. PCA did not provide us this information and instead sent the attached letter to the Board's Executive Officer.

In response to PCA's April 16 letter, I sent a response (Attachment 2) again informing PCA that they may send me a written protest, along with any supporting documentation. I also advised PCA that I would convene a Protest Board, comprised of individuals outside of the Internal Services Department (ISD), to review their allegations.

Each Supervisor  
April 24, 2003  
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ISD plans to file the Board letter related to this solicitation by May 8, 2003 for hearing on the May 20, 2003 agenda. In the interim, I will notify your office if ISD receives the above-referenced material from PCA and the outcome of the independent review conducted by the Protest Board.

If you have any questions, please feel free to contact me at (323) 267-2103.

DL:ml

#### Attachments

c: Miguel Santana  
Brian Center  
Chuck Bookhammer  
Brence Culp  
Fred Guido  
Curt Pederson  
Angela Mazzie  
Violet Varona-Lukens

11101 Lakewood Blvd., Downey, CA 90241 • Office (562) 862-2118 Fax (562) 862-4409



April 16, 2003

Executive Office of the Board of Supervisors  
County of Los Angeles  
Ms. Violet Verona-Lukens  
500 West Temple Street  
Los Angeles, CA 90012

Re: Protest of Los Angeles County ISD Internal Services Department Request for  
Proposals No. 103192ML for Vehicle Fleet Maintenance and Repair Services  
December/2002 (RFP)

Dear M. Verona-Lukens:

Please be advised that Parking Company of America Management, LLC (PCA) is protesting the Request for Proposal selection process of the above-referenced RFP.

PCA believes that the ISD, in the RFP process and in the past has acted in bad faith against PCA, and has purposely directed the process to limit the selection to firms other than PCA. In fact, the RFP specifically indicated that ISD would, on the one hand, consider County references in section 2.11.4 Proposer's Qualifications (Section B.1) and section 3.4.1 Proposer's Qualifications, but on the other hand specifically forbid the use of County references in section 2.11.4 Proposer's References (Section B.2 a). Effectively, these provisions enabled ISD to eliminate PCA's best and most responsive reference in the Reference section of the RFP. In fact, ISD representatives in its debriefing on April 14th with PCA, specifically indicated that they did not consider PCA's reference from the County. Attached hereto is a letter of reference from the Director of ISD, which was submitted in this RFP that was not considered. PCA asks, what information would be more relevant for consideration than a letter from the Director of ISD, indicating that the contractor currently doing the services for the RFP is doing a good job?

This example is just the latest example of the desperate treatment PCA has endured from ISD. Since PCA purchased this contract in March of 1998, ISD has consistently practiced a pattern of bad faith against PCA and has inhibited PCA's ability of success, not only on this RFP, but on PCA's current contract with ISD.



Based on the foregoing and the absence of a protest procedure in the RFP, PCA respectfully requests your guidance on how to proceed with its protest. PCA thanks you in advance for your anticipated cooperation in this matter.

Very Truly Yours,

Alex Craves, CEO  
Parking Company of America Management, LLC

cc Supervisor Yvonne Brathwaite Burke  
Supervisor Gloria Molina  
Supervisor Don Knabe  
Supervisor Michael Antonovich  
Supervisor Zev Yaroslavsky



# COUNTY OF LOS ANGELES

## Internal Services Department

1100 North Eastern Avenue  
Los Angeles, California 90063

ATTACHMENT II



United We Stand

DAVE LAMBERTSON  
Interim Director

TO ENRICH LIVES THROUGH EFFECTIVE AND CARING SERVICE

TELEPHONE: (323) 267-2103  
FACSIMILE: (323) 264-7135

April 24, 2003

Mr. Alex Chaves  
Parking Company of America  
11101 Lakewood Boulevard  
Downey, CA 90241

Dear Mr. Chaves:

### VEHICLE FLEET MAINTENANCE AND REPAIR SERVICES PROTEST LETTER

I am in receipt of a copy of your April 16, 2003 letter addressed to Ms. Violet Varona-Lukens, Executive Officer, Board of Supervisors.

On the morning of April 16, 2003, when you telephoned Ms. Mila Lebovich of my staff regarding the County's protest process, you were advised to send your written protest, with appropriate supporting documentation, to my attention for further investigation.

Should you elect to provide me with a detailed account of your allegations with appropriate supporting documentation, we will convene a Protest Board comprised of individuals outside of the Internal Services Department to provide an independent review of the allegations.

As mentioned previously, we are planning to submit the fleet maintenance and repair services contract to the Board of Supervisors for their approval on May 20, 2003. It is recommended that your letter and supporting documentation be submitted to my attention no later than Thursday May 1, 2003, to allow the Protest Board adequate time to conduct their review.

If you have any questions, please feel free to contact me, or Daphne Bell, General Manager, Purchasing and Contract Services at (323) 267-2109.

Very truly yours,

Dave Lambertson  
Interim Director  
Internal Services Department

DL:sg

c: Violet Varona-Lukens